

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 33

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Name of the NPS Unit:	Glen Canyon National Recreational Area			VTS Group:	Water
Name of VTS:	Boat Tours			NPS Region:	Rocky Mountain
Respondent's Name:	Bill Miles			Annual Visitors:	2,505,004
Respondent's Title:	Concessions Mgmt. Specialist				
Respondent's Phone:	(520) 608-6252	Fax:	(520) 608-6259	E-mail:	

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1972	1.6a Contract Term (years):	30
1.2 Who currently manages the VTS service?	Concessioner	1.6b Contract Start Date:	1/1/69
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	12/31/98
1.5a Concessioner Name:	ARAMARK Leisure Services		
1.5b Concessioner Address:	P.O.Box 1597 Page, Az. 86040		
1.5c Concessioner Telephone:	(520) 645-6000		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
All Day Rainbow Bridge Tour	110	1	0	1	0	98
Antelope Island Cruise	20	2	1	1	1	98
Canyon King 1 Hour Cruise		3				
Canyon King Sunset 2 Hour Cruise		1				
Half Day Rainbow Bridge Tour	90	5	1	1	1	98
Navajo Tapestry Canyon Tour	30	2	2	1	1	98

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	High
Resource Protection Rating:	High	Sustainability Rating:	High

3.3 What is the primary purpose of VTS?

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?	<input type="text" value="Yes"/>	Current Year Start Date:	<input type="text"/>	Next Year Start Date:	<input type="text"/>
		Current Year End Date:	<input type="text"/>	Next Year End Date:	<input type="text"/>
4.2 Peak Demand Start Date:	5/1/96	Low Demand Start Date:	1/10/96		
Peak Demand End Date:	10/15/96	Low Demand End Date:	2/15/96		

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule? If No, Describe How Trips are Determined:

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5.2 Is Schedule Adjusted Weekly?

Yes

5.4 Is Schedule Provided to Operators?

Yes

5.3 Is Schedule Adjusted Daily?

Yes

5.5 Is Schedule Available to Visitors?

Yes

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

Contractor/Concessioner

6.2 Total Fleet Size:

9

6.3 Number of vehicles or vessels operated in service at a single time?

9

6.4 Do any vehicles employ alternative fuels?

No

Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Desert Shadow		D1045958	1996			Pnc Leasing	1
2	Canyon Exploer		D993150	1993			ARAMARK	2
3	Canyon Odussey		D960683	1990			ARAMARK	2
4	Desert Reflection		D932092	1988			ARAMARK	2
5	Nonnezoshi		D658748	1983			ARAMARK	2
6	Lady Grace		D657198	1983			ARAMARK	2
7	Ethel G		D645921	1973			ARAMARK	2
8	Rainbow Trail		D519038	1969			ARAMARK	3
9	Canyon King		D574930	1972			ARAMARK	2

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

Yes

7.2 Who owns the VTS facilities?

Wholly Owned by Contractor/Concessioner

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly?

Yes

If so, how often are the counts made?

Daily

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	800	100	159993
FY 1995	700	100	154121
FY 1994	700	90	145411
FY 1993	600	90	148818
FY 1992	600	80	145991

Section 10: How Much Is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service?

Yes

10.2 Does Fare vary according to Season, day of week or time of year?

No

10.3 Does Fare Vary between adults and children?

Yes

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
All Day Rainbow Bridge Tour	\$83.00	\$55.00	\$83.00	\$55.00				
Antelope Island Cruise	\$20.00	\$16.00	\$20.00	\$16.00				
Canyon King 1 Hour Cruise	\$10.00	\$7.00	\$10.00	\$7.00				
Canyon King Sunset 2 Hour Cruise	\$22.50	\$19.50	\$22.50	\$19.50				

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Half Day Rainbow Bridge Tour	\$59.50	\$39.50	\$59.50	\$39.50				
Navajo Tapestry Canyon Tour	\$29.50	\$19.50	\$29.50	\$19.50				

Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way?

No

11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

Yes

11.3 Basis for Payments Received:

Percent of Gross Revenues

Percent of Gross Revenues:

2.75

%

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

No

Please provide Operating Revenue, Cost, Funding Sources:

Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue	\$5,039,000.00	\$4,680,000.00	\$4,240,710.00	\$4,242,849.00	\$4,195,190.00
Operating Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Concessioner Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NPS Support for VTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Payments to NPS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:

\$10,000,000.00

Comprehensive Coverage:

\$10,000,000.00

Property Coverage:

\$1,000,000.00

Public Liability Coverage:

\$1,000,000.00

Medical Coverage:

\$1,000,000.00

Collision Premium:

Comprehensive Premium:

Property Premium:

Public Liability Premium:

Medical Premium:

Other Insurance:

Other Premium:

Total Premium:

\$568,850.00

12.2 Who pays Insurance?

Concessioner

12.5 Who conducts substance abuse screening?

ARAMARK

12.3 Who pays Operator Ins.?

Concessioner

12.6 Who conducts safety training program?

ARAMARK

12.4 Who pays special license?

ARAMARK

12.7 Who maintains substance abuse program?

ARAMARK

12.4 Who screens operator history?

ARAMARK

Who regulates VTS vessels and crews?

US Coast Guard

12.8 Number of Injury claims in past 5 yrs?

2

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?

Yes

13.2 Are there written Hazmat Program procedures?

No

13.3 Is there a written Maintenance Training Program?

Yes

13.4 Is there a written Safety Program for VTS maintainers?

Yes

13.5 Is AC Brake Certification required?

Yes

13.6 Are federal (e.g., OSHA) Records Maintained?

No

13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?

0

13.8 What is the number of preventable maintenance road calls made during FY 1996?

0

Section 14: What Future Plans are there for VTS Service

Planned Mods:

No

Plan Reports:

No